



Accessibility Policy

Effective Date: May 25, 2026

Approved By: James Wilson, General Manager *James Wilson*

1. Purpose

The purpose of this policy is to ensure that Scandinave Spa Blue Mountain (SSBM) provides an inclusive, barrier-free environment and complies with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its associated standards.

2. Statement of Commitment

Scandinave Spa Blue Mountain (SSBM) is committed to ensuring equal access and participation for people with disabilities. For employees and guests alike, we ensure that our services, goods, facilities and employment are accessible and barrier free for persons with disabilities. We strive to uphold the principles of:

- Dignity
- Independence
- Integration
- Equal opportunity

3. Scope

This policy applies to all employees and contractors.

4. Accessibility Standards and Compliance

The accessibility standards are the legal requirements that organizations in Ontario must follow to become more accessible to people with disabilities. They address key areas of daily life, including:

- Customer service
- Information and communication

- Employment
- Transportation
- Design of public spaces

The standards are found in the **Integrated Accessibility Standards Regulation (IASR)**, which was established under the Act.

The standards, the requirements and SSBM's compliance actions are indicated below.

4.1 Customer Service Standard

Requirements:

- Provide accessible customer service to persons with disabilities.
- Allow use of assistive devices, support persons, and service animals.
- Communicate in accessible ways (depending on person's disability)
- Provide notice of service disruptions.
- Establish a feedback process.
- Deliver mandatory training.

How the Spa Will Comply:

Guests may bring assistive devices, service animals and support persons to all spa areas open to the public.

Assistive Devices

Assistive mobility devices, including but not limited to wheelchairs, scooters and canes are permitted in all public areas of the spa by people with disabilities.

Service Animals

Service animals are permitted in all public areas of the spa. In accordance with the AODA's Customer Service Standards, one or two conditions apply for an animal to be considered a service animal:

- a. The animal has visual identifiers (e.g. the animal is wearing an identifiable vest or harness);- or
- b. The person provides documentation from a regulated health professional confirming the animal is required due to a disability.

Support Persons

A support person who accompanies a person with a disability, will not be charged for access to the Thermal Journey or to accompany a guest during their massage.

For clarification, a support person is an individual hired or chosen to accompany the person with a disability to provide services or assistance with communication, mobility, personal care, safety, medical needs or access to goods or services. Staff may consult with the person with the disability to understand their needs in order to make a decision to waive the fee.

Communication

Staff will communicate with a person with a disability in a way that takes into account their disability. Training will be provided for staff to guide these communications.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption of services or facilities for guests with disabilities (e.g. elevator), SSBM will notify guests promptly. A clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be made publicly available by posting it on the front entrance to the spa and on our web site.

Feedback Process

SSBM welcomes feedback on how we provide accessible service. Feedback will help us identify barriers and respond to concerns and may be provided by communicating in person, phone, email or written submission.

Commitment:

- Instructions for providing public feedback on accessibility will be displayed in prominent areas of the spa as well as the web site.
- Feedback will be reviewed and forwarded to the appropriate manager for prompt response (within 5 business days).
- Feedback will be used to improve accessibility practices.

4.2 Information and Communications Standard

Requirements:

- Provide accessible formats and communication supports upon request.
- Ensure public information is accessible.
- Make emergency procedures available in accessible formats.
- Ensure websites meet WCAG 2.0 Level AA.

How the Spa Will Comply:

- We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services in accessible formats with communication supports;-
 - In a timely manner, taking into account the person’s accessibility needs due to disability; and
 - At a cost that is no more than the regular cost charged to other persons.
- Policies, menus of services, and forms will be available in accessible formats (e.g., digital, large print).
- Employees will respond promptly to requests for accessible information.
- If it is determined that specific information or communication is unconvertable, staff will provide the requestor with:
 - An explanation as to why the information or communication are unconvertable; and
 - A summary of the unconvertable information or communication.
- The SSBM Website content will meet WCAG 2.0 Level AA website requirements.
- Emergency and safety information will be accessible to employees and guests.

4.3 Employment Standard

Requirements:

- Provide accessible recruitment, hiring, and onboarding practices.
- Offer accommodation throughout employment.
- Develop individualized employee accommodation plans.
- Implement employee return-to-work processes.
- Consider accessibility in performance management and career development.

How the Spa Will Comply:

- Job postings will include accommodation statements.
- Candidates will be informed of available supports during recruitment.
- Accommodation requests will be handled confidentially and promptly.
- Make emergency plans available in accessible format.
- Managers will work with employees to create and maintain accommodation plans.
- Accessibility needs will be incorporated into HR processes.

4.4 Design of Public Spaces Standard (Built Environment)

Requirements:

- Ensure accessible design of public areas such as entrances, waiting areas, and washrooms (where applicable).
- Maintain accessible features.

- Provide alternatives during disruptions.

How the Spa Will Comply:

- Maintain barrier-free access to all areas of the spa that is publicly available (indoors and outdoors).
- Ensure pathways, seating, and service counters are accessible.
- Provide alternative service arrangements if accessibility features are unavailable.

5. General Requirements

a. Notice of Availability of Documents

Documents and policies related to customer service will be available upon request in accessible formats. Requests can be emailed to hr@scandinaveblue.com or call 705-443-5919. This info will be posted on the web site. We will consult with the person making the request to determine suitability of the communication support. We will provide the accessible format in a timely manner and, at no additional cost.

b. Training

All employees, management, and contractors will receive training on:

- AODA requirements and applicable standards
- Ontario Human Rights Code (disability provisions)
- Accessible customer service practices
- How to communicate and interact with persons with various disabilities, including who use an assistive device or require the assistance of a service animal or a support person

Training will be:

5. Completed upon hire
6. Updated as policies or laws change
7. Documented and tracked by Human Resources for employees;- including dates of training and who attended training.
8. Training and tracking of training for massage contractors will be the responsibility of the Massage Services Manager.

c. Accessibility Plans

- SSBM will create a Multi-Year Accessibility Plan outlining the commitment that we will take to prevent and remove barriers to accessibility and how and when the requirements of the regulation will be met. This Plan will be updated at least every 5 years.
- The Plan will be posted on our web site – and will be provided in accessible format upon request.
- An annual status update will be prepared to communicate progress of the plan and will be posted on our web site.

d. Self Service Kiosks

SSBM will incorporate accessibility features/consider accessibility for people with disabilities when designing or acquiring self-service kiosks.

9. Roles and Responsibilities

6.1 Employees and Contractors

- Provide services in an inclusive and accessible manner.
- Complete required accessibility training.
- Communicate respectfully and effectively.
- Report accessibility barriers or concerns to management.
- Follow all accessibility policies and AODA requirements.

6.2 Managers, Supervisors and Team Leads

- Ensure compliance with AODA standards and this policy.
- Support accommodation requests for staff and guests.
- Ensure staff training is completed and documented.
- Monitor accessibility practices and implement improvements.
- Address and resolve accessibility concerns promptly.

6.3 Human Resources

- Maintain accessibility policies and procedures.
- Track compliance, training, and reporting obligations.
- Ensure accessibility is integrated into organizational planning.
- Oversee employee accommodation and return-to-work processes.

10. Documentation and Review

- This policy will be reviewed at least every two (2) years or as required by legislative updates.

- Records of training and feedback will be maintained.
- Accessibility compliance reports will be submitted as required by law.

11. Contact Information

For questions, feedback, or accommodation requests:

Human Resources Manager – hr@scandinaveblue.com or 705-443-5919